

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,740					
		Filing Date	November 2, 2001					
		First Named Inventor	Toshio UENO					
		Group Art Unit	3623					
		Examiner Name	Tamara L. Graysay					
Sheet	1	of	1	Attorney Docket Number	01704/LH			
<b>U.S. PATENT DOCUMENTS</b>								
Exam. Inits <sup>1</sup>	Cite No <sup>2</sup>	Document Number	Kind Code <sup>3</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY			
<i>[Signature]</i>		5,197,005	A	SHWARTZ et al	03-23-1993			
<i>[Signature]</i>		5,446,883	A	KIRKBRIDE et al	08-29-1995			
<i>[Signature]</i>		6,766,320	B1	WANG et al	07-20-2004			
<b>FOREIGN PATENT DOCUMENTS</b>								
Exam Inits	Cite No <sup>4</sup>	Office <sup>5</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
Examiner Signature	<i>Romina Jecsey</i>				Date Considered	1-20-06		

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<sup>6</sup> Mark here if English translation is attached:

DATE MAILED: August 18, 2005

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			Filing Date	November 2, 2001				
			First Named Inventor	Toshio UENO				
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Sheet	1	of	2	Attorney Docket Number	01704/LH			
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Exam. Inits <sup>1</sup>	Cite No <sup>2</sup>	Document Number	Kind Code <sup>3</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
<i>RJ</i>		5819272	A	Benson, Max L.	10-06-1998			
		6487560	B1	LaRue et al.	11-26-2002			
		6694335	B1	Hopmann et al.	02-17-2004			
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<i>RJ</i>		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS	01-11-2001		
<i>RJ</i>		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	<i>Romain Jeanty</i>				Date Considered	1-20-06		

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6-17-05

PTO/SB/088

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,740
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	Tamara L. Graysay
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		Attorney Docket Number	01704/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>			
Exam Incls <sup>1</sup>	Cite No <sup>2</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
		Communication pursuant to Article 96(2) EPC Issued in European Application No. 02 770 188.7-2221 on November 19, 2004	
Examiner Signature		Date Considered	1-20-06

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Substitute for Form 1449A/PTO <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,740
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	M. Ireshadullah
Sheet	1	of	2
Attorney Docket Number			

**U. S. PATENT DOCUMENTS**

Exam. Inits. <sup>4</sup>	Cite No. <sup>5</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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		6,802,042	B2	RANGAN et al	10-05-2004	

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Exam. Inits. <sup>4</sup>	Cite No. <sup>5</sup>	Orfo <sup>6</sup>	Document Number <sup>6</sup>	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>8</sup>

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DATE MAILED: March 7, 2005

PTO/SB/08B

<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>		Application Number	10/002,740
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	M. Irshadullah
Sheet 2	of 2	Attorney Docket Number	01704/LH
<b>NON PATENT LITERATURE DOCUMENTS</b>			
Exam Init's	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	
<i>DJ</i>		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 <sup>th</sup> International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.	
Examiner Signature	<i>Romain Jeanty</i>		Date Considered <i>1-20-06</i>

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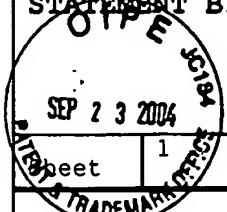
<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Mark here if English translation is attached.

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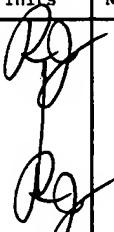
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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			First Named Inventor	Toshio UENO
			Group Art Unit	3623
			Examiner Name	M. Irshadullah
Sheet <u>1</u> of <u>1</u>	Attorney Docket Number	01704/LH		

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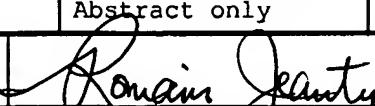
Exam. Init's*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
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Exam Init's*	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

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Substitute for Form 1449A/PTO  INFORMATION DISCLOSURE STATEMENT BY APPLICANT  <i>FEB 19 2004</i>		Application Number	10/002,740
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2152
		Examiner Name	
Sheet	1	Attorney Docket Number	01704/LH

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Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
<i>[Signature]</i>		5,365,310	A	Jenkins et al	11-15-1994	
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Exam. Inits*	Cite No <sup>1</sup>	Offc	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD- YYYY	Relevant Portion	T <sup>6</sup>
<i>[Signature]</i>		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

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*Romain Ganty*

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Substitute for Form 1449A/PTO		Application Number	10/002,740		
		Filing Date	November 2, 2001		
		First Named Inventor	Toshio UENO		
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<i>RJ</i>		JP	2000-115393	A	CANON INC.	04-21-2000		*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
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\*English  
language  
Abstract only

Examiner Signature	<i>Roman Janty</i>	Date Considered	<i>1-20-02</i>
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Sheet	2	of	2	Attorney Docket Number	01704/LH

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#### OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examinee Initials <sup>s</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T <sup>2</sup>
<i>PJ</i>		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO	
<i>PJ</i>		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO	
<i>PJ</i>		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO	
<i>PJ</i>		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO	
<i>PJ</i>		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO	
<i>PJ</i>		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO	
Examiner Signature	<i>Romain Jeanty</i>	Date Considered	1-20-06

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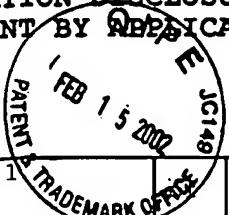
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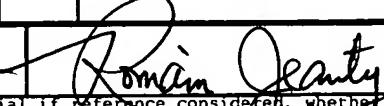
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		Group Art Unit	3623
		Examiner Name	Romain Jeanty
Sheet 1	1	2	Attorney Docket Number 01704/LH

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RJ		JP	2001-084276  *English language Abstract Only	A	K. YUKIHIRO	03-30-2001		0

Examiner Signature		Date Considered	1-20-02
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	
		Examiner Name	
Sheet 1 of 2	Attorney Docket Number	01704/LH	
<b>OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS</b>			
Examiner Initials <sup>1</sup>	Cite No. <sup>1</sup>	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	
RJ		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO	
Examiner Signature		Date Considered	1-20-06

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